

Information Technology

Danny Murphy, Chief Information Officer

danny.murphy@phoenix.gov

Program Goal

The Information Technology Department (ITD) coordinates the use of information technology across the various departments and agencies of Phoenix City government to ensure that accurate and timely information is provided to citizens, elected officials, City Management, and staff. The Department provides City

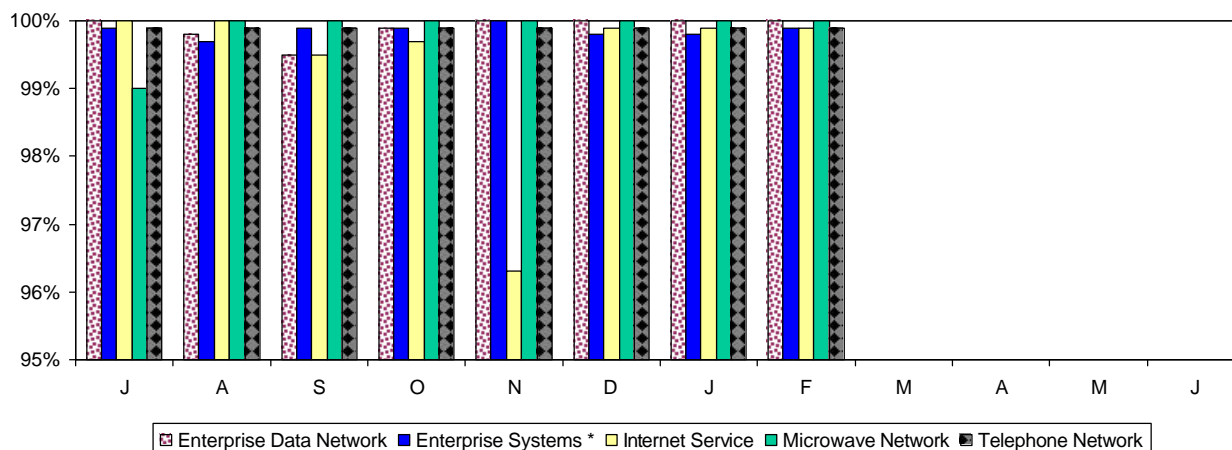
Operating departments with information processing through the application and coordination of computer technology and procures, manages, and maintains the City's radio, telephone, and computer network systems.

Key Services

Enterprise Application Development and Maintenance, Technical Infrastructure Support, Data Center Operations, Radio and Telephone Communications Services, Geographic Information System, Cable Communications Licensing and Regulation, City-wide Technology Coordination and City-wide Technology Policies and Standards Management.

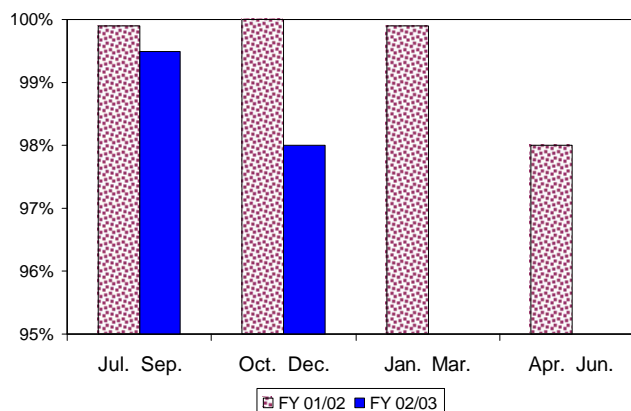
Phone 602-262-4481

Critical Systems Availability Percentage



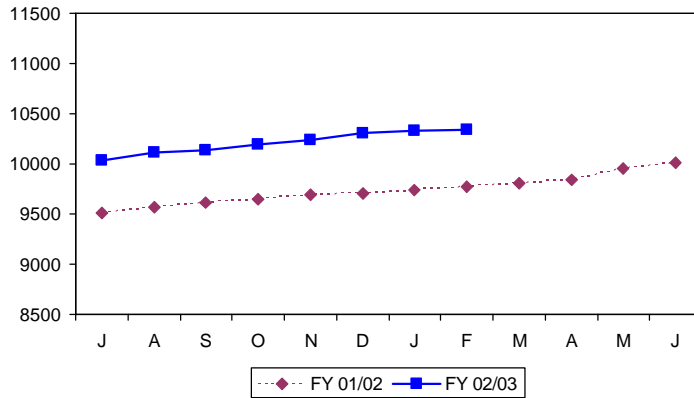
*Enterprise Systems = SAP, CHRIS, BRASS, Cashiering, Water Billing/History, TLR, GIS, INPHX, and PAYF.

Percentage of On-Time Data Center Services



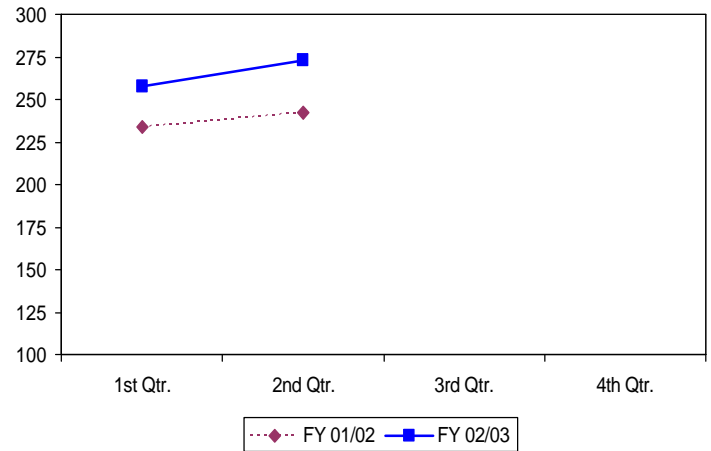
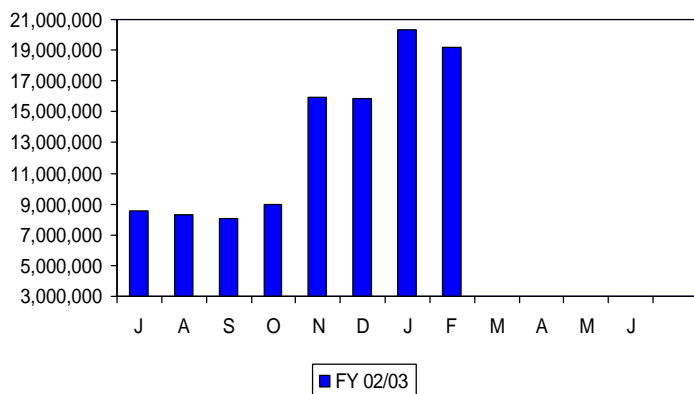
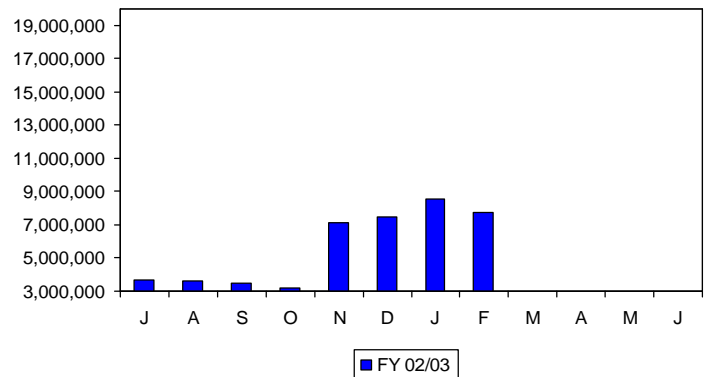
Information Technology ³/₄ continued

Number of Devices Connected to Phoenix Net*



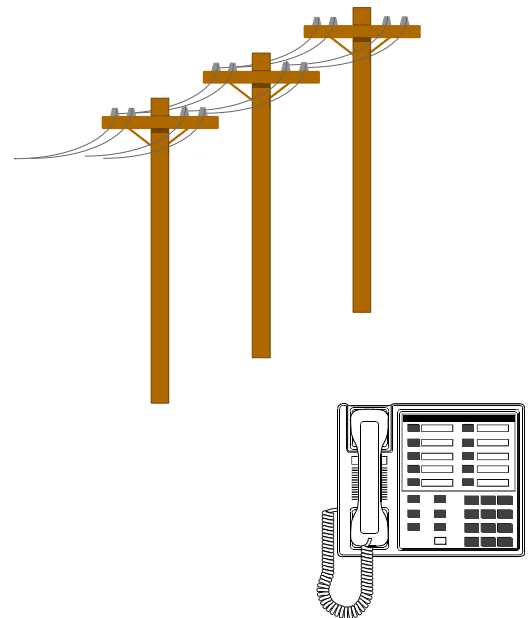
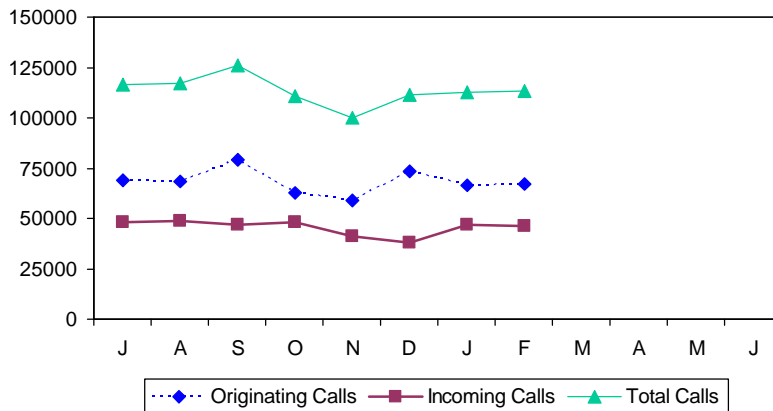
*Devices include personal computers, servers and printers

Number of Geographical Locations Connected to PhxNet

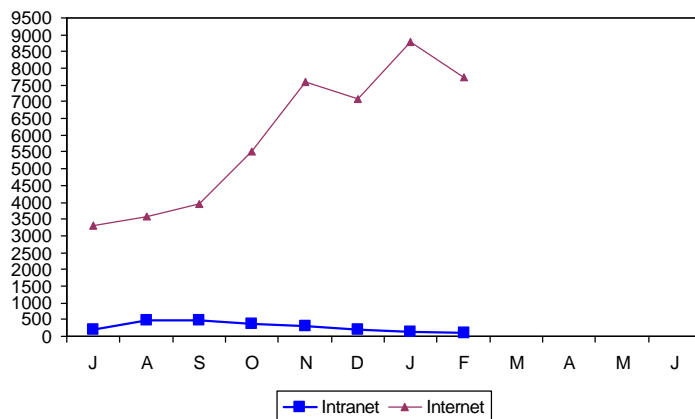
Phoenix.gov (Internet)
Number of HitsInside Phoenix (Intranet)
Number of Hits

Information Technology $\frac{3}{4}$ continued

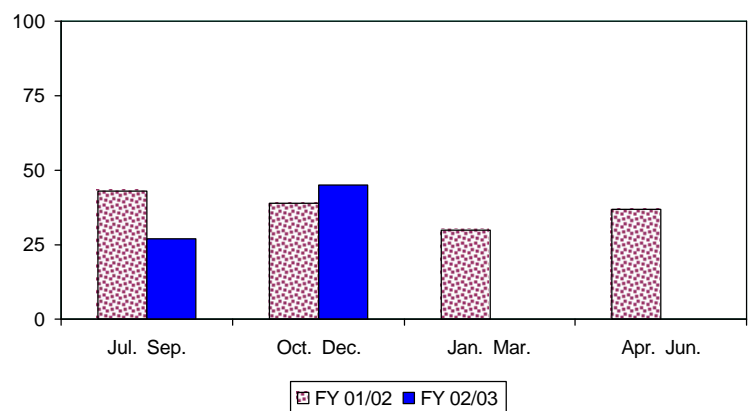
**Number of Citycom Phone Calls Processed
(Average Number Per Day) ***



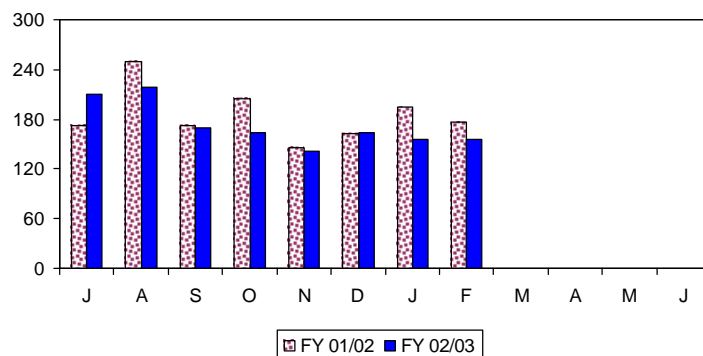
Number of Phoenix Maps Online Sessions



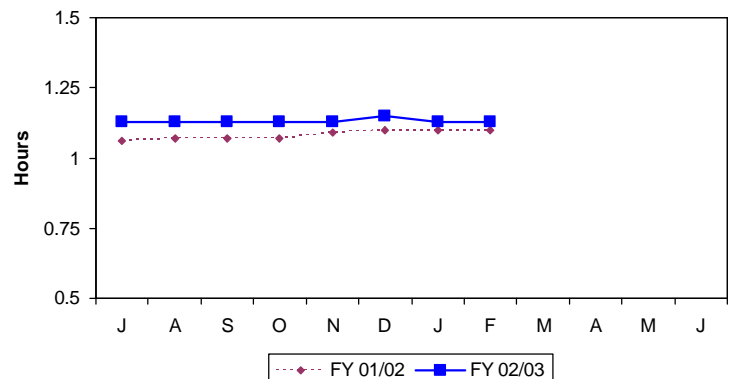
Number of Citizen Cable Complaints

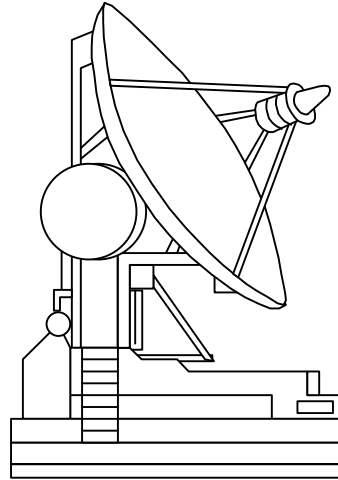
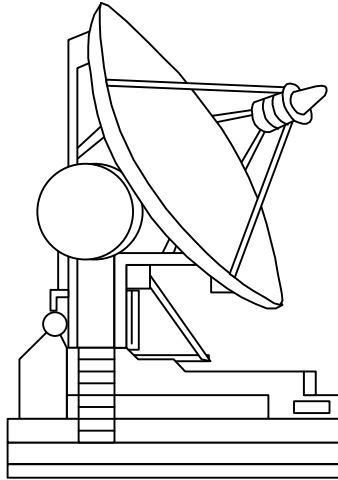


**Number of Wireless Communication Repairs
Priority Repairs**



**Average Cycle Time of Wireless Communication
Repairs Priority Repairs**



Information Technology $\frac{3}{4}$ continued**Comments/Highlights**

The City's Internet site, Phoenix At Your Fingertips, was replaced in November 2002 with Phoenix.gov which resulted in a change in how the "Number of Hits" is calculated.

The City's Intranet site, Inside Phoenix, was enhanced in November 2002 which resulted in a change in how the "Number of Hits" is calculated.

CENTER FOR DIGITAL GOVERNMENT: At the Center for Digital Government's request, ITD joined a "select" group of local government CIOs to meet and discuss policy, management, and economic and quality of life implications of technology deployment in local government.

CYBER SECURITY: ITD participated in a panel discussion of cyber security at a public forum presented by Arizona Telecommunications & Information Council.